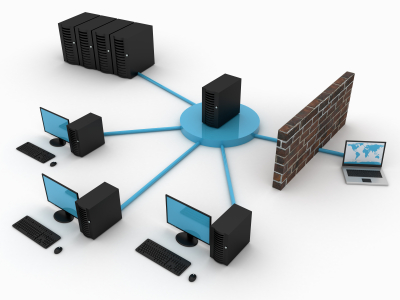
** H&M System Inc.**

**Request for Proposal (RFP)**

*IT Systems Design/Purchase and Implementation for Startup Restaurant*

**Company Background**   
*The business is a healthy, fast food alternative startup that will provide the target market with a variety of sandwiches, wraps, and soups. The menu includes organic vegetables in all of the meal options. Our company showcases specialty, freshly baked breads for its products. The restaurant offers the convenience of a drive-thru window and online ordering as well as restaurant seating.*

**Project Description**   
*The business has no established IT or communication infrastructure to use in its operations. The project will establish an efficient IT/communications infrastructure for a start-up business venture. This infrastructure will provide both essential data and voice communication throughout the various levels of the firm's operations where none previously existed.*

**Requirements Overview**

1. *Web and E-Commerce Site*
2. *Point-of-Sales (POS)*
3. *Accounting / Payroll System*
4. *Inventory System*
5. *Employee Scheduling*
6. *IT infrastructure & Operations Support (hardware / software and data / communications components)*

**Requirements**

**Wed and E-Commerce Site – Vendor/Products not specified by client**

* Design Requirements
  + Website design must incorporate corporate themes, colors, logos and contact information
* Technical and Infrastructure Requirements
  + Company website /e-commerce component to be hosted by offsite hosting company and the e-commerce company.
  + The e-commerce component must be able to determine estimated times for pickup based on current business activity.
  + The e-commerce component must be able to accept credit card payments and be PCI compliant.
  + The e-commerce component must be able to check or limit order quantities based on customers’ requested pickup times.
  + The e-commerce component must display receipt as well as send receipt to a confirmed email address.
  + Data from the e-commerce component must integrate / be pushed to Intuit QuickBooks server component.
* Functional Requirements
  + Customers can view menu
  + Customers can order online
  + Request pickup time (within limits – business rules)
  + Pay for their order online
  + View their history
  + Setup personal profile
  + Print receipt
  + Email receipt to their email address or others
* Estimated Project Duration
  + Website design – 3 months
  + E-commerce implementation – 1 month
* Assumptions
  + Customers’ ordering history and preferences will be downloadable for use in promotions and marketing analysis performed onsite.
  + Company’s internet connection (bandwidth) will be sufficient to not slow traffic and delay orders
  + Any internal hardware and software requirements will be handled by the company and not the hosting or design companies.

**Point-of-Sales (POS) – Vendor/Product not specified by client**

* Design Requirements
  + n/a
* Technical and Infrastructure Requirements
  + Hardware to be provided by H & M
    - 4 POS stations (all-in-one systems)
    - 1 Server for the POS server software
    - 3 monitors (2 kitchen and 1 drive-thru)
    - Required networking hardware and accessories
  + POS software is client/server architecture
* Functional Requirements
  + Must integrate or be able to push data to Intuit QuickBooks on same server computer.
  + POS software must work with touch screens
* Estimated Project Duration
  + 2 weeks for hardware implementation
  + 1 week for software implementation
* Assumptions
  + H&M will provide and install hardware and networking components
  + POS client/server software provider will work with and provide H&M with hardware and network requirements in order to build the system.
  + Provider will install POS client and server and will test/monitor/make customizations for initial 1 month period.

**Accounting / Payroll System – Vendor/Product specified by client**

* Design Requirements
  + n/a
* Technical and Infrastructure Requirements
  + Hardware to be provided by H & M
    - 1 office workstation with Windows 7
    - 1 monitor, keyboard, and mouse
    - 1 server for the QuickBooks server component
    - Required networking hardware and accessories
  + Intuit QuickBooks – Premium Edition
* Functional Requirements
  + Perform basic accounting
  + Provide business reporting capabilities
  + Ability to add-in other components/functionality at later time (Payroll, Inventory)
  + Must be open-source to work with other restaurant management software products
* Estimated Project Duration
  + 2 weeks for hardware implementation
  + 1 week for software implementation
* Assumptions
  + H & M will install client and server components with full phone support from Intuit Support.

**Inventory System – Vendor/Product not specified by client**

* Design Requirements
  + n/a
* Technical and Infrastructure Requirements
  + Hardware to be provided by H & M
    - 1 office workstation with Windows 7\*
    - 1 monitor, keyboard, and mouse\*
    - 1 server\*
    - Required networking hardware and accessories\*
* Functional Requirements
  + Must integrate with Intuit QuickBooks
  + Must allow order placement online
* Estimated Project Duration
  + 1 month. Project implementation to begin 1 month after opening
* Assumptions
  + Operations will provide a list and enter initial inventory data
  + The menu has stabilized and owners feel safe investing in system
  + Details of implementation dependant on solution (H&M install or vendor)

**IT Infrastructure and Operations Support (hardware / software and data / voice)**

* Design Requirements
* Technical and Infrastructure Requirements
  + Operations hardware and networking to be provided and implemented by H&M
  + Primarily a wired system with the exception of cashiers’ headsets.
    - 1 server
    - 1 combination router with firewall
    - 1 networked multi-functional device for print/fax/scan capabilities
    - 3 office phones
    - Network cables
* Functional Requirements
* Estimated Project Duration
* Assumptions

**Submission Information**  
Mail response no later than March 1st 2012 to:

H&M IT Consulting

PO Box 1111

Portland, Oregon

888888

**For Additional Information or Clarification   
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**Basis for Award of Contract***Proposals will be evaluated based on completeness and appropriateness of proposed solutions, previous experience and references, and cost of solution.*

**Anticipated Selection Schedule**

* *Proposal responses will be reviewed and evaluated during the month of March.*
* *Selection announcements will be communicated during the month of April.*